ÖKO-LAVAMAT 86730 update

The environmentally friendly washing machine

User information

Dear Customer,

Please read this user information carefully.
Pay particular attention to the section "Safety" on the first Info pages.
Please keep this user information in a safe place for later reference.
Pass it on to any future owners of the unit.

The warning triangle and /or signal words **(Warning!**, **Caution!**, **Important!)** emphasise information which is important for your safety or for the unit's functional reliability. It is imperative that this information is observed.

☞ **1.** This symbol guides you step by step through the operation of the appliance.

2. ...

Next to this symbol you will find additional information and practical tips on using the appliance.

Tips and information on economical and environmentally responsible use of the unit are identified with the clover leaf.

For any faults which occur, this user information contains information on how to remedy these faults yourself. See the section "What to do if ..."

Printed on recycled paper.
Thinking ecologically means acting ecologically.

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Operating Instructions

⚠ Safety

The safety aspects of AEG electrical appliances comply with accepted technical standards and the German Appliance Safety Law. However, as manufacturers we regard it as our responsibility to inform you about the following safety instructions.

Before Using for the First Time

- Refer to the "Installation and Connection Instructions" further on in this user information.
- If units are delivered in the winter months at minus temperatures: Store the washing machine at room temperature for a few hours before putting it into operation.

Correct Use

- The washing machine is only intended for washing normal domestic washing. If the appliance is used for a wrong purpose or wrongly operated, the manufacturer cannot assume any liability for any damages.
- Additions or modifications to the washing machine are strictly forbidden due to safety reasons.
- Use only detergent which is suitable for washing machines. Refer to the detergent manufacturer's instructions.
- The washing must not contain any flammable solvents. Also bear this in mind when washing pre-cleaned washing.
- Do not use the washing machine for dry-cleaning.
- Dyes /dye-removing agents may only be used in the washing machine if the manufacturer expressly permits use of these products. We cannot accept liability for any damage.
- Use only water from the water mains. Use rain water or service water only if it meets the requirements defined in DIN 1986 and DIN 1988.
- Frost damage is not covered by the warranty! If the washing machine is in a room subject to possible frost hazards, emergency emptying must be carried out if there is a risk of frost (see the Section "Carrying out emergency emptying").

Child Safety

- Packaging materials (e.g. films, polystyrene) can be dangerous for children. Risk of suffocation! Keep packaging away from children.
- Children frequently cannot recognise hazards involved in handling electrical appliances. Therefore, ensure that they are properly supervised during operation and never allow children to play with the washing machine - there is a risk that they can lock themselves inside it.
- Ensure that children or small animals do not climb into the washing machine's drum.
- When disposing of washing machines pull out the mains plug, destroy the door lock, cut off the electrical supply lead and dispose of the plug and remaining cable. This means that playing children cannot shut themselves in and cannot encounter a potentially lethal hazard.

General Safety

- Repairs to washing machines may only be carried out by skilled persons. Improper repairs can cause significant hazards for the user. If your appliance needs repairing, please contact customer service or your dealer.
- Never put the washing machine into operation if the mains cable is damaged or if the control panel, work top or base area is damaged in such a way that the inside of the appliance is openly accessible.
- Before cleaning, care and maintenance work, switch off the washing machine. Also, pull the mains plug out of the socket, or - in the case of permanent connection - switch off the LS switch in the fuse box or completely unscrew the screw-in fuse.
- Never pull the mains plug out of the socket by the cable. Always use the plug.
- Multiple connectors, couplings and extension cables must not be used. **Fire hazard through overheating!**
- Do not spray down the washing machine with a water jet. Danger of electrical shock!
- The glass in the filling door become hot when high-temperature washing programmes are used. Do not touch!
- Allow the washing solution to cool down before performing and emergency emptying of the appliance, before cleaning the solution pump or before an emergency opening of the filling door.
- Small animals can chew on power cables and water hoses. This can cause a danger of electric shock and water damage. Keep small animals away from washing machines.

Disposal

Disposing of the Packaging Material!
Dispose of the packaging of your washing machine correctly. All pakkaging materials used are environmentally-compatible and recyclable.

- Plastic parts are identified with internationally standardised abbreviations:
  >PE< for polyethylene, e.g. packing films.
  >PS< for polystyrene, e.g. cushion parts (always CFC-free)
  >POM< for polyoxymethylene, e.g. plastic clips.
- Cardboard packaging is manufactured from recycled paper and should be deposited in the waste paper collection for recycling.

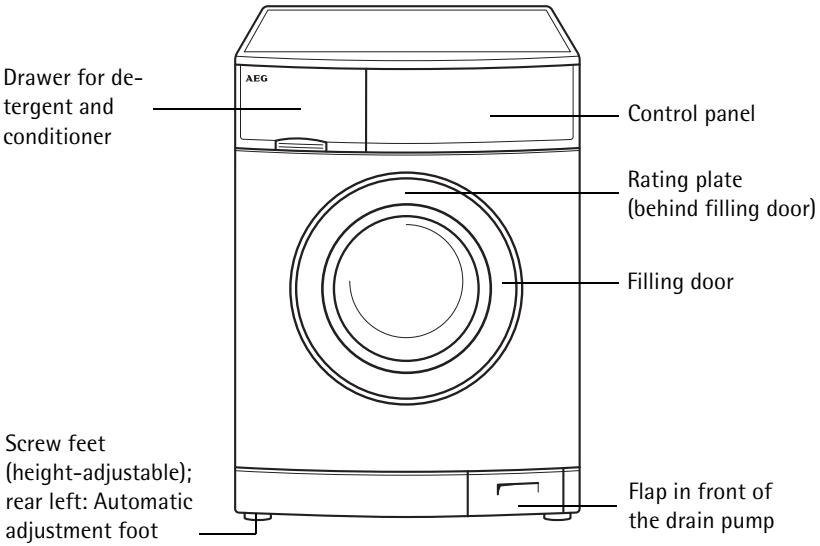
Disposing of your old appliance!
When you put your unit out of operation one day, please bring it to your nearest recycling centre or to your dealer.

Environmental tips

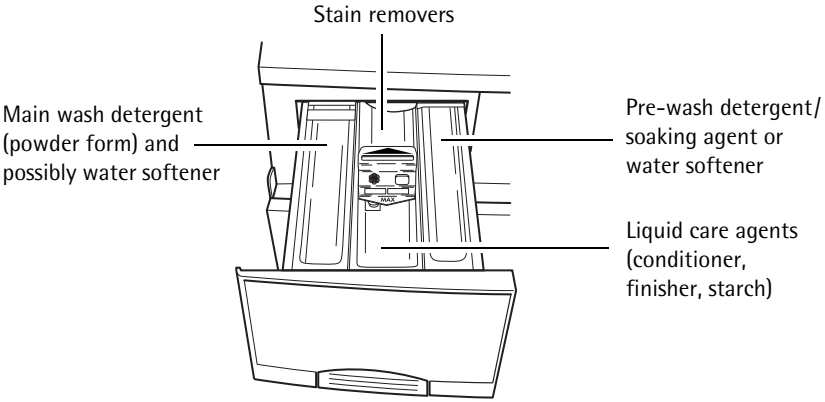
- A pre-wash cycle is not necessary in the case of washing which is not excessively dirt. This saves detergent, water and time (and is gentle on the environment.)
- If the indicated load capacities are taken full advantage of, the washing machine is especially efficient.
- For small loads, use only one half to one third of the recommended detergent quantity.
- Suitable pre-treatment enables marks and limited amounts of dirt to be removed. You can then wash at a lower temperature.
- Wash slightly to normally dirty cottons with the energy-saving program.
- There is often no need for the softener. Try it once! If you use a drier, your washing will become soft and fluffy even without a softener.
- In the case of medium to high water hardness (hardness range runs to upwards, see "Detergent and care agents"), you should use a water softener. The detergent can then always be metered for hardness range I (= soft).

Unit description

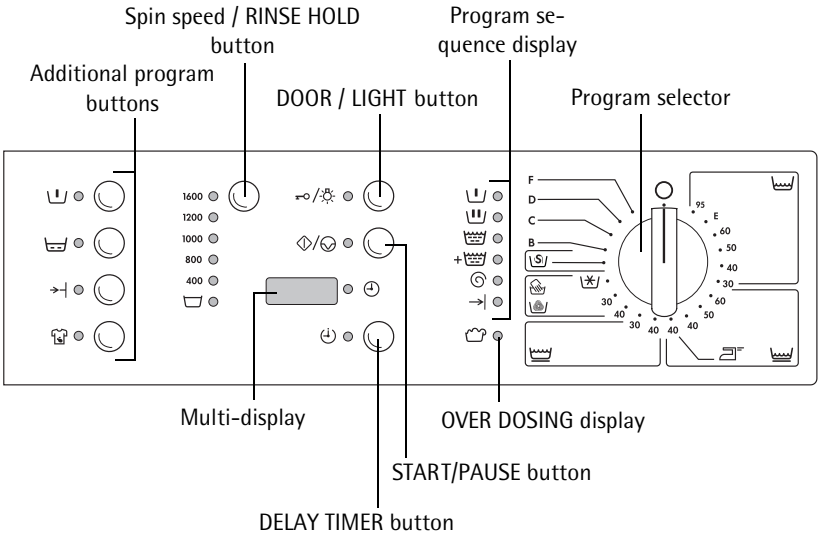
Front view


Drawer for detergent and conditioner
Control panel
Rating plate (behind filling door)
Filling door
Screw feet (height-adjustable); rear left: Automatic adjustment foot
Flap in front of the drain pump

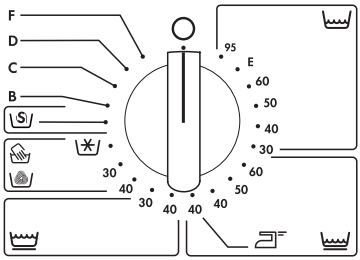
Drawer for detergent and care agent


Stain removers
Main wash detergent (powder form) and possibly water softener
Pre-wash detergent/ soaking agent or water softener
Liquid care agents (conditioner, finisher, starch)

Control panel



Program selector



The program selector defines the nature of the washing cycle (e.g. water level, drum movement, number of rinses, spin speed) to suit the type of washing, as well as the wash temperature.

○ (OFF)
Switches off the washing machine.
All other positions are "switched on".

(COTTONS/LINEN)
Main washing cycle Cottons / Linen (Cottons / Linen) at 30 °C to 95 °C.

Position E (ENERGY SAVING): Energy-saving program at approx. 67 °C for slightly to normally dirty cottons, extended washing time (cannot be combined with →⊣/SHORT and /STAIN).

(EASY-CARES)
Main washing cycle for easy-care textiles (mixed fabrics) at 40 °C to 60 °C.
Position (EASY IRON): Main washing cycle at 40 °C for easy-care textiles which, with the aid of this program, only have to be either gently ironed or not ironed at all.

(DELICATES)
Main washing cycle for delicates at 30 °C or 40 °C.

(WOOLLENS) / (HAND WASH)
Main washing cycle (cold to 40 °C) for machine-washable woollens and for hand-washable woollen textiles with the care symbol (Hand wash).

(SILK)
Main washing cycle at 30 °C for hand-washable and machine-washable silk.

As silk is a very sensitive textile, we recommend that only one garment be washed if possible and that such garments never be washed together with other rough textiles. For extremely sensitive silk textiles, even more gentle treatment can be used via the button →| (SHORT).

B (STARCHING)
Separate starching, separate conditioning, separate impregnation of wet washing (1 rinse cycle, liquid conditioner from the compartment is rinsed in, spinning).
If a separate rinse cycle is required, this can also be run. In this case, simply do not add any conditioner to the compartment.

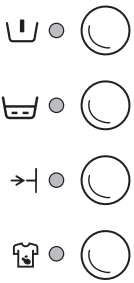
C (PUMP OUT)
Pumping off the water after a rinse hold (without spinning).

(Rinse Hold) means: The washing remains lying in the last rinsing water. It is not spun.

D (SPIN)
Pumping off the water after a rinse hold and spinning, or separate spinning of hand-washed cottons/linen.

F (SHORT SPIN)
Pumping off the water after a rinse hold and gentle spin, or separate gentle spinning of sensitive textiles (easy-cares, delicates, woollens).

Additional program buttons



The additional program buttons are for adapting the washing program to the dirtiness of the washing. Additional programs are not required for washing which is not excessively dirty.
Various functions can be combined with each other, depending on the program.

(PRE WASH)
Cold pre wash before the main washing cycle which follows on automatically. with intermediate spin at (COTTONS/LINEN), without intermediate spinning in the case of (EASY CARES) and (DELICATES).

(SOAKING)
Approx. 1 hour at 30 °C or 40 °C, depending on the set program. Can be extended with the button (DELAY TIMER) by max. 19 hours. This is followed by the main washing cycle.

(QUICK WASH)
Shortened washing cycle for slightly dirty washing.

(STAIN)
For treating very dirty washing or stained washing. (In-wash stain treatment is added during the program on a time-optimized basis)

With the setting (WOOLLENS)/(HAND WASH) it is not possible to select the additional programs (any buttons pressed have no effect).

Consumption values and time requirements

The values for selected programs in the following tables were determined under normal conditions. However, there is a helpful orientation aid for domestic operation.

Program selector/Temperature	Load in kg	Water in litres	Energy in kWh	Time in minutes
(COTTONS/LINEN) 95	5	39	1.65	137
(COTTONS/LINEN) 60 [1)]	5	39	0.89	125
(COTTONS/LINEN) 40	5	44	0.55	122
(EASY CARES) 40	2.5	45	0.42	102
(DELICATES) 30	2.5	49	0.40	68
(WOOLLENS)/ (HAND WASH) 30	2	42	0.20	37

1) **Note:** Program setting for a test in accordance with EN 60 456. The consumption values deviate from the defined values depending on the water pressure, water hardness, water inflow temperature, room temperature, washing type, washing quantity, the detergent used, fluctuations in the mains voltage and the selected additional functions.

Running time display

The durations of the washing programs depend on the washing habits and ambient conditions at the installation location. E. g. the washing type, washing quantity, type of detergent, water temperature and room temperature etc. can influence the duration of the washing program.
The washing machine saves from each program the running times of the last wash cycles and calculates from them the average running time for a washing cycle. This average running time is shown by the Multi-display during the next wash.
After several washes, the running time shown in the multi display is thereby adapted to the usual washing practice and the ambient conditions at the installation location.

What does "UPDATE“ mean?

Your washing machine's washing programs are controlled by software. New types of textiles or new detergents may require new washing programs in the future. In most cases, the software can be adapted to this. For further information on the "update“, please consult the Customer Service. You can also enquire about the costs for an "update“ with your Customer Service.

Anti-flood system Aqua Control + Aqua Alarm

In the event of damage to the supply hose, the system blocks the further supply of water to the unit directly st the water tap.
If water escapes at another point, the drainage pump pumps the water off automatically - even if the unit is switched on. It is merely necessary for the washing machine to be connected to the mains. If the anti-flood system responds, a warning signal sounds at the same time.

Before the first wash

☞ Perform a washing cycle without washing. Program: (COTTONS/LINEN) 95 with half the amount of detergent.
This removes residues left over from production on the drum and solution container.

Prepare washing cycle

Sort washing and prepare

- Sort the washing according to the care symbol and type (see "Washing types and care codes").
- Empty all pockets.
- Remove metal objects (paper clips, safety pins etc.).
- To prevent damage to the washing and tangled washing: Close zip fasteners, button bed and pillow covers closed, tie up loose strings e.g. of aprons.
- Turn articles with double layered textiles inside out (sleeping bags, anoraks etc.).
- In the case of knitted coloured textiles and also with wool and textiles with jewelry attached: turn inside out.
- Wash small and sensitive items (e.g. baby socks, tights and stockings, bras etc.) in a washing net, a cushion with a zip fastener or in larger socks.
- Handle curtains with particular care. Metal rollers or burred, plastic rollers must be removed or tied into a net or bag. We cannot accept liability for damage.
- Coloureds and white items must not be washed together in a washing cycle. This could discolour white washing or turn it grey.
- There is often excess dye in new, coloured items. It is best to wash such items separately the first time.
- Mix small and large items. This improves the washing effect and the washing is more favourably distributed during spinning.
- Fluff washing before placing into the washing machine.
- Do not place folded washing into the drum.
- Pay attention to the care instruction "wash separately" and "wash separately several times".

Washing Types and Care Symbols

The care symbols help you to choose the right washing program. The washing should be sorted according to type and care symbol. The temperatures shown in the care symbols are maximum values.

Cottons 95

Textiles made of cotton and linen and which have this care symbol are insensitive to mechanical stress and high temperatures. The program (COTTONS/LINEN) is suitable for this type of washing.

Cottons 60 40

Textiles made of cotton and linen and which have this care symbol are insensitive to mechanical stress. The program (COTTONS/LINEN) is suitable for this type of washing.

Easy cares 60 40

Textiles such as treated cotton, cotton mixed fabrics, viscose and synthetics with these are symbols require mechanically more gentle treatment. The program (EASY CARES)/ (EASY IRON) is suitable for this type of washing.

Delicates 40

Textiles such as layered fibres, micro-fibres, viscose, synthetics and curtains which have this care symbol require particularly gentle treatment. The program (DELICATES) is suitable for this type of washing.

Woollens, silk and especially sensitive washing 40

Textiles such as woollens, wool mixtures and silk with this care symbol are particularly sensitive to mechanical stress. The programs (WOOLLENS)/ (HAND WASH) and (SILK) are suitable for textiles of this type.

Caution! Textiles with the care symbol (Do not wash!) must not be washed in the washing machine.

Detergents and care agents

Which detergent and care agent?

Use only detergents and care agents which are suitable for use in washing machines. Always follow the manufacturer's instructions.

How much detergent and care agent?

The required quantity depends upon:

- extent of soiling of the washing
- on the hardness class of the mains water
- the amount of washing

If the detergent manufacturer does not give any metering quantities for small loads, add a third less for half a load or only half the amount of detergent for small loads for (EASY IRON) which is recommended for a full load.
Observe the instructions for use and dosing provided by the detergent and conditioner manufacturer.

Water softener

For medium to high water hardness (hardness class II upwards), you should use softener. Refer to the manufacturer's instructions. Then always add the appropriate amount of detergent for hardness class I (= soft). The responisable water works will provide information on the local water hardness.

Since the water softener is rinsed in before the main detergent (water pre-softening), 80% of the stated quantity of softener shown on the package is sufficient.

Water hardness details

Hardness class	Water hardness in °dH (German hardness scale)	Water hardness in mmol (millimol per litre)
I - soft	0 - 7	to 1.3
II - medium hard	7 - 14	1.3 - 2.5
III - hard	14 - 21	2.5 - 3.8
IV - very hard	greater than 21	greater than 3.8

Run a washing cycle

Brief instructions

A washing cycle is run in the following steps:

☞ **1.** Set the correct washing program:
– Set the program and temperature with the program selector.
– Set any additional program(s).

2. If necessary, change the spin speed/select (RINSE HOLD).

3. Set the (DELAY TIMER) if necessary.

4. Open the filling door and fill with washing.

5. Close the filling door.

6. Add the detergent/care agent.

7. Start the washing program with the /(START/PAUSE) button.

After the washing program ends:

Important! If the washing cycle ended with a rinse hold, perform C (PUMP OUT), D (SPIN) or F (SHORT SPIN) before opening the filling door.

8. Open the filling door and remove the washing.

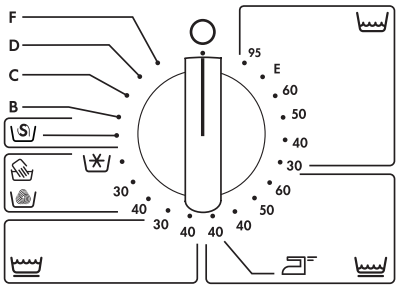
9. Switch off the washing machine: Set the program selector to (OFF).

Setting the Washing Program

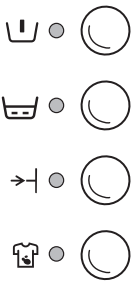
For the suitable program, the correct temperature and possible additional programs for the particular washing type, refer to the "Program tables".

☞ **1.** Set the program selector to the required washing program with the required temperature.

The probable duration of the set program in minutes is shown in the multi display.

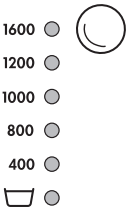


2. If necessary, select additional program(s):
The display of the selected auxiliary program lights up.
– To change the selection, press another button.
– To deselect, press the button again.



Change the spin speed /select Rinse Hold

☞ If necessary, change the spin speed for the final spin/ select (RINSE HOLD):
Press the Spin speed/ (RINSE HOLD) button as often as necessary until the display for the required spin speed (or of /RINSE HOLD) lights up.
If (RINSE HOLD) is selected, the washing remains in the last rinsing water. It is not spun.



ⓘ If you do not change the spin speed, the final spin is automatically adapted, depending on the washing program.

– (COTTONS/LINEN)	1600 revolutions per minute
– (EASY CARES)/(EASY IRON)	1200 revolutions per minute
– (DELICATES	1200 revolutions per minute
– (WOOLLENS)/(HAND WASH)	1200 revolutions per minute
– (SILK)	1200 revolutions per minute

The speed of the intermediate spin depends on the selected program and cannot be changed.

Set the delay timer/soaking duration

Delay timer

The button (DELAY TIMER) enables you to delay the start of a washing program between 1 and max. 19 hours.

☞ To do this, press the button (DELAY TIMER) as often as necessary until the required start delay is shown in the Multi-display, e.g. in the form 12h to delay the program start for 12 hours.
If 19h is displayed and you press again, the run time of the washing program set appears display in minutes, e.g. 125). No delay timer can be set in this state.

Soaking duration

With the (SOAKING) button pressed, you can extend the soaking duration with the button (DELAY TIMER) from 1 to max. 19 hours.

ℹ Without delay Timer, the soaking duration is approx. 1 hour.

Opening and closing the filling door

☞ Open: Press the button ⊸/☼ (DOOR/LIGHT). The filling door springs open.

☞ Close: Press the filling door firmly closed.

The display ⊸/☼ (DOOR/LIGHT) indicates when the unit is switched on whether the filling door can be opened:

- green: The door can be opened (not if Program protection is activated, for details see the section "Program protection")
- off: Door cannot be opened temporarily
- red: Door is open

ⓘ The washing drum is illuminated when the filling door is open. The illumination goes out automatically after approx. 3 minutes.

Add the washing

ⓘ See the "Program Tables" for the maximum loads.
For information on correct preparation of the washing, see "Sorting and preparing washing".

☞ **1.** Sort and prepare the washing according to type.

2. Open the filling door: Press the button ⊸/☼ (DOOR/LIGHT). Door springs open.

3. Fill with washing.

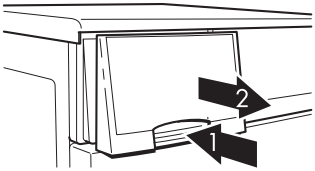
Caution! When closing the door, make sure no items of washing get stuck! This could damage textiles and the unit.

4. Close the filling door securely.

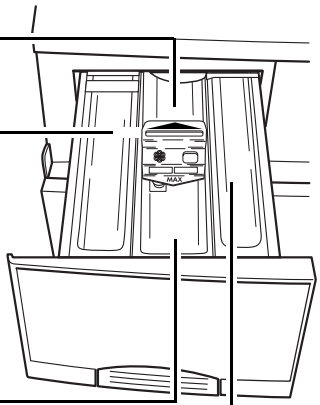
Add detergent/care agent

For information on detergent and care agents, refer to the section "Detergents and care agents".

☞ **1.** Open the detergent drawer: grip inside the flap on the drawer at the bottom (1) and pull out the drawer as far as it will go (2).



2. Filling with washing detergent/ care agent.



Compartment for in-wash stain treatment

Compartment for powder main detergent
(If you use water softener and require the right compartment for the pre-wash/soaking detergent, add the water softener to the main detergent in the left compartment.

Compartment for liquid care agent
(Softener, finisher, starch)
Important! Fill the compartment at most to the MAX mark. Fill any viscous agent up to the MAX mark. Dissolve powdery starch.
Note: It is normal for a small amount of water to be left in the compartment for liquid care agent; this will not affect the wash results.

Compartment for pre-wash/soaking detergent
Only for auxiliary programs (PRE-WASH)/(SOAKING)
or for water softener

3. Push the drawer fully in.

If using liquid detergent / tabs
Add liquid detergent / tabs in the amount recommended by the washing detergent industry. Follow the instructions on the washing detergent package.

Start the washing program

☞ **1.** Check that the water valve is open.

2. Start the washing program: Press the button ⏀/⏲ (START/PAUSE). The washing program is started or it starts after the set time expires.

If the display ⊸/☼ (DOOR/LIGHT) flashes red when the button ⏀/⏲ (START/PAUSE) is pressed, the filling door is not correctly closed. Press the filling door firmly closed and press the button ⏀/⏲ (START/PAUSE) again.

If the time preselection is set:

The set delay time expires and the time remaining until the program start is shown in the Multi-display (in each case in full hours). During this time you can load washing or change / abort the time preselection.

- Load washing: Press the ⏀/⏲ (START/PAUSE) button. The filling door can be opened. Then close the door and again press the ⏀/⏲ (START/PAUSE) button.
- Change or abort time preselection: Press the ⏲ (DELAY TIMER) button as often as necessary until the required time is displayed; When the program run time is displayed (shown in minutes, e.g. 125), the washing program starts without a delay.

Completion of the Washing Program

Program sequence display
Before the start, the program steps to be carried out are indicated by the Program sequence display. The current program step is displayed during the wash program.

(PRE WASH)
(MAIN WASH)
(RINSE)
(RINSE+)
(SPIN)
(END)

Multi-display
The expected remaining run time (in minutes) is shown in the Multi-display until the program ends.

With automatic program adaptation by the controller of the washing machine (quantity of washing, type of washing, imbalance recognition, special rinse etc.), it is possible to stop or correct the counting of the remaining run time.

Change the Spin Speed
During the wash program, the spin speed can still be changed or (RINSE HOLD) can be set.
Other settings cannot be changed.

Abort program

To prematurely abort the washing program, turn the program selector to ◯ (OFF).

With the button ◇/◎ (START/PAUSE), it is possible at any time to interrupt the washing program and to continue it again by pressing the button again.

The washing cycle is finished/Remove the washing

After a washing program has ended, →| (END) lights up on the program sequence display.

- If the program (EASY IRON) was chosen, an anti-creasing phase of approx. 30 minutes follows after the program ends. The Multi-display shows a remaining time and the display →| (END) lights up. During the anti-crease phase you can open the filling door at any time and remove the washing.
- If (RINSE HOLD) was selected, the indicator next to the button ◇/◎ (START/PAUSE) flashes.

☞ **1.** After a rinse hold, it is first necessary to pump off the water:
– Either press the button ◇/◎ (START/PAUSE) (water is pumped off and the washing is spun according to the completed program; With the button Spin speed /(RINSE HOLD) it is possible to also change the spin speed during spinning),
or
– Turn the program selector to C (PUMP OUT) and press the ◇/◎ (START/PAUSE) button (the water is pumped off without spinning),
or
– Turn the program selector to D (SPIN) or F (GENTLE SPIN) and press the button ◇/◎ (START/PAUSE) (water is pumped off and the washing is spun or gently spun).
The indicator →| (END) lights up at the end of this program step.

2. Open the filling door.
As soon as the indicator next to the button ⊸/☼ (DOOR/LIGHT) lights up green, the filling door can be opened (not if Program protection is activated, for details see "Program protection").

3. Remove the washing.

4. Turn the program selector to ◯ (OFF).

5. After washing, pull out the washing detergent drawer slightly so that it can dry out. Only lean the door against the washing machine so that the latter can air out.

ⓘ If the indicator (OVERDOSING) lights up, too much detergent was used in the washing program just ended. Observe the dosing recommendations of the detergent manufacturer as well as the filling quantity for the next wash.

Caution! If the washing machine is not used for a long time:
Close the water tap and disconnect the washing machine from the electricity mains. (Anti-flood system Aqua Control with Aqua Alarm does not function if the power supply is interrupted.)

Program tables

Washing

Not all possible settings are listed below, only those which are usual and appropriate in everyday use.

Washing type, care symbol	max. load (dry weight)[1]	Program selector Temperature	Possible additional programs
Cottons 95	5 kg	(COTTONS/LINEN) 95	(PRE WASH) (SOAKING) (QUICK WASH) (STAIN)
Energy-saving program: Cottons 95	5 kg	(COTTONS/LINEN) E (ENERGY SAVE)	(PRE WASH) (SOAKING)
Linen 60 40	5 kg	(COTTONS/LINEN) 30 to 60	(PRE WASH) (SOAKING) (QUICK WASH) (STAIN)
Easy-cares 60 40	2.5 kg	(EASY CARES) 40 to 60	(PRE WASH) (SOAKING) (QUICK WASH) (STAIN)
	1 kg	(EASY IRON)[2] 40	
Delicates 40	2.5 kg (or 15-20 m^2 curtains)	(DELICATES) 30, 40	(PRE WASH) (SOAKING) (QUICK WASH) (STAIN)
Woollens/ Hand wash 40	2 kg	(HAND WASH)/ (WOOLLENS) (COLD) up to 40	
Silk/Hand wash	1 kg	(SILK) 30	(QUICK WASH)

1) A 10-litre bucket holds approx. 2.5 kg of dry washing (cotton).

2) Only if the load of 1 kg is kept to are creases in the washing largely avoided. 5 to 7 easy-care men's shirts are equivalent to approx. 1 kg of dry washing.

Separate rinse/conditioner/starching/impregnation

Type of washing	Max. Load (dry weight)	Program selector
Cottons/Linen	5kg	B (STARCHING)

Separate spin

Type of washing	Max. Load (dry weight)	Program selector
Cottons/Linen	5kg	D (SPIN)
Easy-cares	2.5kg	F (SHORT SPIN)
Delicates	2.5kg	
Woollens/Hand wash	2kg	
Silk	1kg	

Cleaning and Care

Control panel

Important! Do not use any furniture cleaning agents or aggressive cleaning agents in order to clean panel and control parts.

☞ Wipe control panels with a damp cloth. When doing so, use warm water.

Detergent Drawer

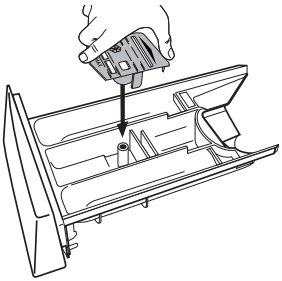
The detergent drawer should be cleaned from time to time.

☞ **1.** Pull the detergent drawer out as far as it will go.

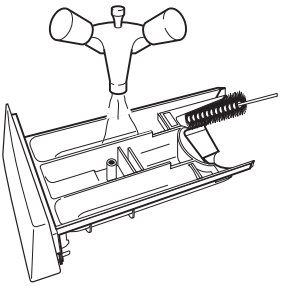
2. Remove the detergent drawer by pulling sharply.

3. Take the conditioner insert out of the middle compartment.

4. Clean the conditioner insert under running water.

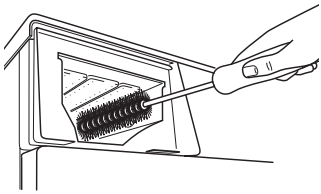


5. Clean the compartments with warm water from the rear side. It is best to use a flat brush.



6. Push on the conditioner insert as far as it will go so that it is securely in place.

7. Use a brush to clean the entire rinsing-in section of the washing machine, particularly also the nozzles on the top side of the rinsing-in chamber.



8. Set the detergent drawer into the guide tracks and push in.

Washing Drum

The washing drum is made of stainless steel. Rusting foreign bodies in the washing can cause rust deposits on the drum.

Important! Do not clean the stainless steel drum with decalcifying agents containing acids, scouring agents containing chlorine or iron, or steel wool. Our Customer Service can provide suitable agents.

☞ Remove any rust deposits on the drum using a stainless steel cleaning agent.

Main door

☞ Check on a regular basis to see if deposits or foreign objects are present in or at the rubber sleeve behind the door, and remove.

Cleaning the drain pump

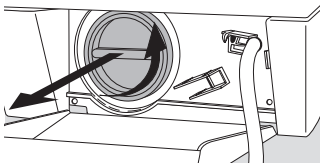
Paper clips, nails and so on can sometimes get into the washing machine with the washing and remain in the drain pump casing. Fluff and strands of fabric can gather on these items and block the drain pump. Therefore the drain pump should be cleaned at least once a year.

Warning! Switch off the washing machine and pull out the mains plug before cleaning the drain pump!

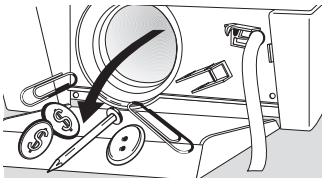
☞ **1.** First carry out emergency emptying (see section "Carrying out emergency emptying").

2. Place a towel on the floor in front of the cover of the drain pump. Residual water can run out.

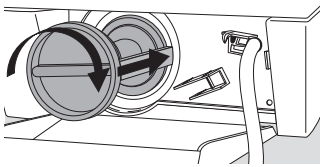
3. Unscrew the drain pump cover anticlockwise and pull it out.



4. Remove any foreign bodies from the pump housing.

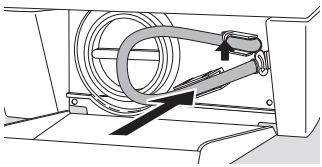


5. Replace the cover. Insert the webs on the cover laterally into the guide slots and screw on the cover securely clockwise.



6. Close the emergency emptying hose and place it in the holder.

7. Close the flap.



What to do if...

Remedying faults

In the event of a fault, try to solve the problem yourself with the aid of the information provided here. If you use the Customer Service for one of the faults listed here or to remedy an operating error, the Customer Service technician's visit will not be free of charge, even during the warranty period.

- If the fault code C 1 or C2 is shown in the Multi-display, you may be able to remedy the problem yourself (see the faults table below). After remedying the fault, press the button ⏵/⏲ (START/PAUSE). If the fault code is shown again, inform Customer Service.
- In the case of all other displayed faults (C and number or letter code), please inform Customer Service, quoting the fault code.

Problem	Possible Cause	Remedy
The washing machine does not work.	The mains plug is not plugged in.	Plug in the mains plug.
	The fuse of the building's wiring is not in order.	Replace the fuse.
	The filling door is not correctly closed.	Close the filling door; The lock must engage audibly.
	Button ⏵/⏲ (START/PAUSE) not pressed for long enough.	Press the button ⏵/⏲ (START/PAUSE) until the program starts.
The filling door cannot be closed.	The child safety feature is set	Cancel the child safety feature (see Section "Child Safety Feature").
Water is not running. Error code C 1 appears.	Water valve closed.	Open the water valve.
	Filter in screw connection of the intake hose blocked.	Close the water valve. Unscrew the hose from the tap, remove the sieve and clean under running water
	Water tap is blocked with limescale or is faulty.	Check water tap and have it repaired if necessary.

Problem	Possible Cause	Remedy
The washing machine vibrates during operation or it is on an uneven surface.	The transport packaging has not been removed.	Remove transport packaging according to the installation and connection instructions.
	The height-adjustable screw feet are not correctly set.	Adjust the feet in accordance with the installation and connection instructions.
	There is not much washing in the drum (e.g. only one dressing gown).	This does not impair the function.
	The water could not be completely pumped off before spinning because The drainage hose is bent or The solution pump is blocked.	Check the laying of the drainage hose and eliminate the bend if necessary, or clean the solution pump and, if required, remove foreign bodies from the pump housing.
The washing solution of the main wash froths up a lot.	Too much detergent was probably used.	Meter the detergent exactly in accordance with the manufacturer's information.
Water runs out under the washing machine.	The screw connection on the intake hose is leaky.	Tighten the intake hose screw connection.
	The drainage hose is leaky.	Check the drainage hose and replace it if necessary.
	The washing solution pump cover is not correctly closed.	Close cover correctly.
	Washing in caught in the filling door.	Abort program, remove washing from the filling door. Restart the program.
	The emergency drainage hose is not correctly closed or leaks.	Close the emergency drainage hose correctly (see the section "Carry out emergency drainage"). Call Customer Service if the emergency drainage hose leaks.

Problem	Possible Cause	Remedy
The drain pump for the washing machine runs constantly - even when the appliance is switched off.	The Aqua Control anti-flood system has been activated.	Turn off the tap, then remove the plug from the mains and inform Customer Service.
Conditioner was not washed in, compartment ❀ for care agents is filled with water.	The conditioner insert in the compartment for care agents is not correctly attached or is blocked.	Clean the detergent drawer, attach the conditioner insert securely.
Washing heavily creased.	Too mush washing probably put in.	Pay attention to the maximum filling quantity (see Program tables). In the case of easy-care textiles, select the program (EASY IRON).
Washing is not well spun. Residual water is still visible in the drum. Error code C2 appears.	Drainage hose bent.	Remove the bend.
	Maximum pumping height (discharge height 1 m from the unit's standing surface) is exceeded.	Contact your customer service. For pumping heights over 1 m he can offer you a conversion kit as a special accessory.
	Solution pump blocked.	Switch off the unit and pull out the mains plug. Clean the solution pump.
	If a siphon is connected: Siphon blocked.	Clean the siphon.
The filling door cannot be opened when the unit is switched on.	The door is locked for safety reasons; the display ⊸/☼ (DOOR/LIGHT) is off.	Wait until the display ⊸/☼ (DOOR/LIGHT) lights up green.
	The program saving function is set.	Cancel program protection (see the section "Program protection").
Remnants of detergent are building up in the detergent drawer.	Water valve not fully opened.	Open the water valve fully.
	Filter in the screw connection of the intake hose on the water valve or on the unit is blocked.	Close the water valve. Unscrew the inlet hose from the water tap and from the unit and clean the filter.

Problem	Possible Cause	Remedy
The rinsing water is murky.	The cause is probably a detergent with a high silicate content.	No negative influence on the rinsing result. Use liquid detergent if necessary.
The corresponding display does not light up when one of the additional program buttons is pressed.	The selected additional program cannot be combined with the set program.	Make another selection.
The program sequence indicator flashes constantly.	Program safeguard switched on; The program selector was accidentally readjusted during the washing cycle.	Turn the program selector back to the original position (see "Program Saving").

If the washing results are not satisfactory

If the washing has turned grey and if limescale is deposited in the drum, then

- Too little detergent was used.
- The wrong detergent was used.
- Special soiling was not pre-treated.
- Program or temperature not set correctly.
- If multi-component detergents are used, the individual components were not used in the correct ratio.

If there are still grey spots on the washing,

- Washing soiled with ointments, grease or oils was washed with too little detergent.
- Too lower temperature was used for washing.
- A frequent cause is that softener - particularly that in concentrated form - has reached the washing. Wash out such spots quickly and use the softener concerned carefully.

If at the end of the last rinse foam is still visible

- Modern detergents can also cause foam in the last rinse. However, the washing is still sufficiently rinsed.

If there are white remnants on the washing

- These are insoluble components of modern detergents. They are not the result of an insufficient rinsing effect.
  Shake or brush out the washing. In future, perhaps you should turn the washing inside out before washing it. Examine your choice of detergent and if necessary use liquid detergent.

Carrying out emergency drainage

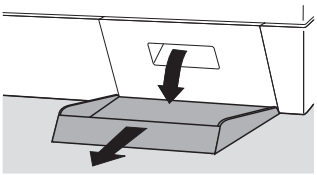
- If the washing machine no longer pumps off the washing solution, emergency drainage must be performed.
- If the washing machine is in a room where there is a risk of frost, emergency drainage must be performed if there is a possibility of frost.
  In addition: unscrew the inlet hose form the water tap and place it on the floor. Empty the drainage hose.

⚠ **Warning!** Switch off the washing machine before performing emergency drainage and pull out the mains plug.

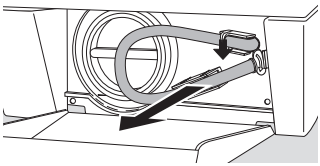
Caution! The washing solution escaping from the emergency drainage hose may be hot. There is a risk of scalding! Allow the washing solution to cool down before performing emergency drainage.

☞ **1.** Place a flat collecting vessel in order to collect the washing solution which is draining off.

2. Fold open the flap in the right section of the base outwards and pull it off.



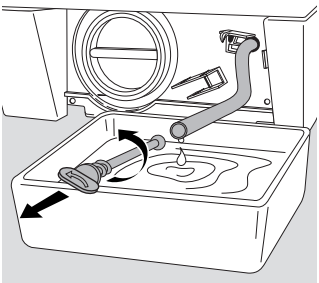
3. Remove the emergency drainage hose from its holder.



4. Place the container under the hose.

5. Detach the plug of the emergency drainage hose by turning it anticlockwise and pull it out.

The washing solution runs out. Depending on the amount of solution, it may be necessary to empty the collecting vessel several times. To do this, close the emergency drainage hose temporarily with the plug.



When the water is completely drained:

6. Push the plug securely into the emergency drainage hose and turn it clockwise to secure it.
7. Replace the emergency drainage hose in its holder.
8. Put on the flap and close.

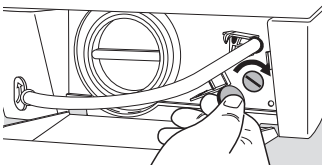
Emergency unlocking of the door

If the filling door can no longer be opened, it can be opened with the aid of the emergency unlocking facility.

⚠ **Warning!** Switch off the washing machine before operating the emergency unlocking and remove the plug from the mains!

☞ 1. If water is visible in the door's window, first perform emergency emptying (see the section "Carrying out emergency emptying").

2. Open the flap downwards in the right part of the base panel.
3. Turn the rotary knob clockwise using a coin. The filling door springs open.



Additional rinsing cycle +(RINSE+)

The washing machine is set for extremely economical water consumption. However, for persons who suffer from allergies, it can be helpful to rinse with more water.

If this function is set, an additional rinsing cycle is run with the programs (COTTONS/LINEN), (EASY CARES)/ (EASY IRON) and (DELICATES).
No additional rinse is set when the unit is delivered.

Set additional rinse:

☞ **1.** Turn program selector to F (SHORT SPIN).

2. Keep the button (SOAKING) pressed for at least 5 seconds.
After the button has been pressed for 5 seconds, +(RINSE+) flashes on the program sequence display for 5 seconds.

3. While +(RINSE+) is flashing, release the button (SOAKING).
After the flashing stops, the additional rinse cycle is set. It is active until it is cancelled again.
If an additional rinse cycle is set, the display +(RINSE+) lights up on the program sequence display before the program start and during the additional rinse cycle.

4. If you wish to check whether the additional rinse function is enabled:
– Turn program selector to F (SHORT SPIN).
– Briefly press the button (SOAKING).

The additional rinse cycle is set when +(RINSE+) flashes on the program sequence display.

Cancel additional rinse:

☞ **1.** Turn program selector to F (SHORT SPIN).

2. Keep the button (SOAKING) pressed for at least 5 seconds.
+(RINSE+) flashes on the program sequence display as soon as the button is pressed. After 5 seconds, +(RINSE+) stops flashing and lights up constantly for a further 5 seconds.

3. While +(RINSE+) lights up constantly, release the button (SOAKING).
After +(RINSE+) has stopped lighting up, the additional rinse cycle is cancelled.

An additional rinse cycle increases water consumption and the program duration.

Water Cooling

It may be necessary to cool down the washing solution before pumping it out in order to prevent thermal damage to plastic drainage pipes.

The washing solution is cooled down before pumping out at the end of the washing cycle (by the addition of cold water).
(This setting is only effective with /COTTONS/LINEN with a temperature of over 40 °C.)
As supplied from the factory, the water cooling function is not enabled.

Enabling the water cooling function:

☞ **1.** Turn program selector to F (SHORT SPIN).

2. Keep the button (PRE-WASH) pressed for at least 5 seconds.
After the button has been pressed for 5 seconds, (MAIN WASH) flashes on the program sequence display for 5 seconds.

3. While (MAIN WASH) is flashing, release the button (PRE WASH).
After the flashing has stopped, the solution cooling is set. It is active until it is cancelled again.

4. If you wish to check whether the water cooling function is enabled:
– Turn program selector to F (SHORT SPIN).
– Briefly press the button (PRE-WASH).
If (MAIN WASH) flashes on the program sequence display, the solution cooling is set.

Disabling the water cooling function:

☞ **1.** Turn program selector to F (SHORT SPIN).

2. Keep the button (PRE-WASH) pressed for at least 5 seconds.
As soon as the button is pressed, (MAIN WASH) flashes on the program sequence display. After 5 seconds, (MAIN WASH) stops flashing and lights up constantly for 5 seconds.

3. While (MAIN WASH) lights up constantly release the button (PRE-WASH). After (MAIN WASH) has stopped lighting up, the solution cooling is cancelled.

Solution cooling increases water consumption and the program duration.

Additional Rinse and Water Cooling

The additional rinse cycle and the solution cooling can be combined.
Setting as under "Additional rinse" and "Solution cooling".

Program Saving

To safeguard a program setting against unwanted changes (e.g. program selector turned, press additional button etc.), you can set Program Saving. This prevents your washing being damaged.

It is possible to set and cancel Program Saving at any time during a program.

Select program protection:

☞ **1.** Select the desired program settings.

2. To start the program, press the button ◇/◎ (START/PAUSE).

3. Keep the button (PRE-WASH) and the button (SOAKING) pressed simultaneously for 5 seconds. The program sequence display flashes for 5 seconds; The program saving function is set.

No other settings can be made as long as Program Saving is set. The door cannot be opened with the button ⊸/☼ (DOOR/LIGHT). Also, after the washing cycle has ended, you must first cancel the program safeguard before you can open the door.

If, during the washing cycle, you attempt you attempt to change the selected setting by pressing a button, The program sequence display flashes for 5 seconds.

If you attempt to change the selected setting by turning the program selector, the program sequence display flashes until the program selector is restored to its original setting. The washing cycle is not affected.

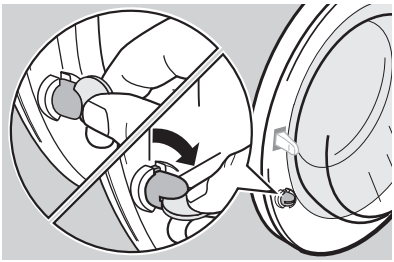
The program selector must be in its original position before you can cancel the program saving.

Delete program protection:

☞ Keep the button (PRE-WASH) and the button (SOAKING) pressed simultaneously for 5 seconds. The program sequence display flashes for 5 seconds, then it lights up constantly for 5 seconds. Program saving is cancelled.

Child Safety Feature

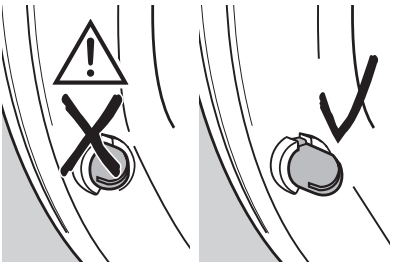
If the child safety feature is set, the filling door can no longer be closed and no washing program can be started.



Setting the child safety feature

☞ Use a coin to turn the rotary knob on the inside of the filling door clockwise as far as it will go.

⚠ **Warning!** The rotary knob must not be in a vertical position after adjustment, otherwise the child safety feature is not active. The rotary knob must project as shown in the diagram



Cancelling the child safety feature

☞ Turn the rotary knob anticlockwise as far as it will go.

Installation and connection instructions

Installation Safety Precautions

- Do not tilt the washing machine onto its front or onto its right side (viewed from the front). Electronic components can get wet.
- Check the washing machine for transport damages. A damaged unit must never be put into operation under any circumstances. In the event of damage, please contact your supplier.
- Ensure that all parts of the transport safeguard are removed and that the unit is splash protected, see "Removing transport safeguard". Otherwise, the units or neighbouring furniture can be damaged when spinning.
- Always insert the plug into a correctly installed earthed socket.
- In the case of permanent connection: A permanent connection may only be made by an authorised specialist.
- Before putting the machine into operation, ensure that the mains voltage and current type shown on the unit's rating plate correspond with those at the place where the machine is being installed. The fuse rating is also found on the rating plate.
- The mains lead may only be replaced by the customer service or by an authorised electrician.

Installation of the appliance

Washing machines with curved panels are not suitable for installing under units.

Transporting the appliance

- Do not place the washing machine on its front or on its right side (viewed from the front). Otherwise, electrical components can get wet.
- Never transport the unit without the transport safeguard. Do not remove the transport safeguard until the appliance is at the installation location. Transporting the unit without the transport safeguard can damage it.
- Lift the appliance neither by an open filling door nor by the base.

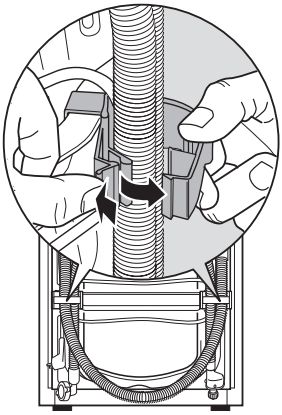
When transporting the unit with a sack trolley:

- Attach the sack trolley only at the side. The sack trolley shovel must not be longer than 24 cm, otherwise the float switch can be destroyed.

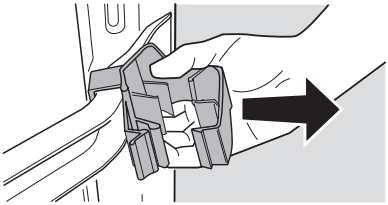
Remove transportation protection

Important! It is essential to remove the transport safeguard before putting the unit into operation. Keep all parts of the transport safeguard in a safe place for possible later transport (moving).

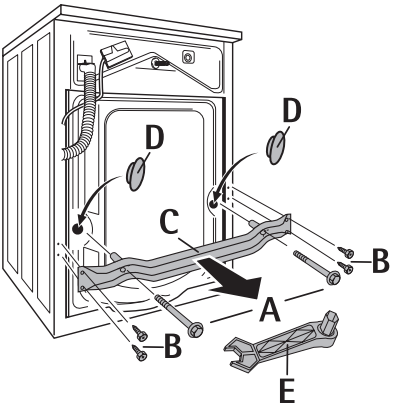
☞ **1.** Open both hose holders on the unit's rear side and remove the hoses and mains cable.



2. Pull both hose holders off the unit with a strong pull.



The special key E and the caps D (2 each) and G (1 each) are supplied with it.



3. Unscrew the two screws with the special spanner.

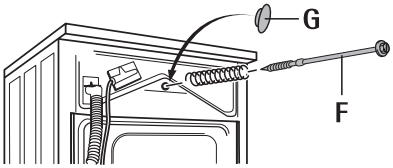
4. Unscrew the 4 screws B with special spanner E.

5. Remove the transport rail C.

6. Screw the 4 screws B back in.

7. Close the 2 large holes with the caps D.

Important! Press in the caps with sufficient strength so that they engage in the rear panel (protects the inside of the units against splash water).



8. Remove the screw F, including the compression spring, with the special spanner E.

9. Close the hole with the cap G.

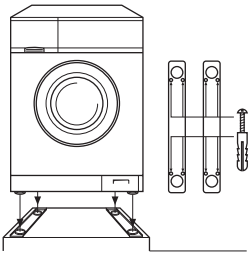
Important! Press in the cap with sufficient strength so that it engages in the rear panel (protects the inside of the unit against splash water).

Prepare the installation place

- The installation surface must be clean and dry, free of floor polish residues and other greasy coatings so that the unit does not slip away. Do not use lubricants as a sliding aid.
- Installation on a high-veil carpet or floor tiles with soft sponge backs is not recommended because the standing safety of the appliance is then no longer ensured.
- By installation surfaces with small-format tiles, lay a conventional rubber mat underneath.
- Minor unevenness of the floor surface should never be levelled out by laying pieces of wood, card or similar materials, but rather should always be compensated for by adjusting the screw feet.
- If, for space reasons, it is not possible to avoid setting up the unit directly next to a gas or coal-fired cooker: install a thermal insulation panel between the cooker and washing machine (85 x 57cm) which must have an aluminium film on the side against the cooker.
- The washing machine must not be set up in a room where there is a danger of frost. Frost hazard!
- Flexible feed and drain tubings may not be crinkled or squeezed.

Installation on a concrete base

If the unit is set up on a concrete base, for safety reasons it is essential to fit stand plates in which the washing machine is adjusted. The stand plates are available from Customer Service under the spare parts number 645 425 058.



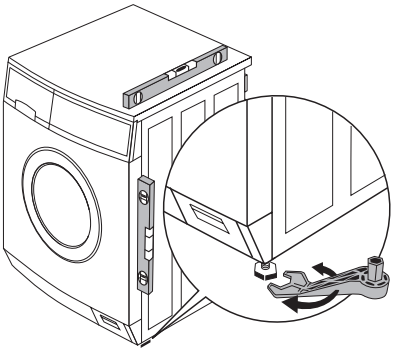
Installation on vibrating floors

Where the floor vibrates, particularly in the case of wooden beam floors with pliable boards, securely screw a water-resistant wooden panel at least 15mm thick onto at least 2 floor planks. If possible, set up the unit in the corner of a room, as the wooden floor is optimally restrained there and is therefore least likely to be subject to resonance vibrations.

Compensate for floor unevenness

Automatic adjustment foot: The rear left foot of your washing machine is designed as a spring leg. This means that it guarantees that your unit will stand securely even at high spin speeds.

If, nevertheless, the washing machine is unstable during spinning, please proceed as follows:



☞ **1.** Set the three adjusted feet at the nominal value of 10 mm. To do this, use the supplied special spanner to remove the transport safeguard.

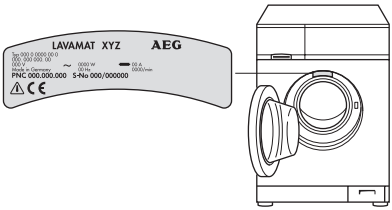
If the automatically adjusting foot does not reach the floor:

2. Automatic adjustment foot (rear left) manually for extending the reqired dimension.

3. If necessary, check the setting with a spirit level.

Caution! Never use wood, card or similar underlays to level out minor floor unevenness. Instead, always adjust the adjustment foot.

Electrical connection



Details of the mains voltage, current type and required fuses can be found on the rating plate. The rating plate is located at the top above the filling door.

For permanent electrical connection within the electrical circuit, provisions must be made which allow for electrical disconnection of the appliance from the mains with a contact opening of at least 3 mm at all poles. Suitable devices include circuit breakers, fuses (threaded fuses must be entirely removed from the socket), ground fault circuit interrupters and contactors. Permanent connection may only be carried out by an authorised electrician.

CE This appliance complies with the following EC directives:
– The "Low Voltage Directive" 72/23/EU with changes
– The "EMC Directive" 89/336/EU with changes

Water connection

i The washing machine has safety features which prevent back-contamination of the drinking water and which conform to the national regulations of the water authorities (e.g. for Germany: DVGW guidelines). This means that additional protective measures in the installation are not necessary.

Important!

– Units for connecting to cold water must not be connected to hot water.
– Use only new hose sets for the connection.

Permissible water pressure

The water pressure must be at least 1 bar (= 10 N/cm^2 = 0.1 Mpa), maximum 10 bar = 100 N/cm^2 = 1 Mpa).

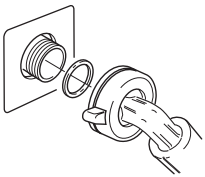
- If more than 10 bar: Connect a pressure-reduction valve upstream.
- If less than 1 bar: Unscrew the inlet hose on the unit side at the solenoid intake valve and remove the flow regulator (to do this, remove the filter with pointed pliers and take out the rubber washer behind). Replace the filter.

Water inflow

A pressure hose 1.5 m in length is supplied.
If a longer inflow hose is required, only a VDE-approved, complete set of hoses with fitted hose screw connections offered by our Customer Service is permissible.
– Hose sets in lengths of 2.2 m, 3.5 m and 5 m are available for washing machines without Aqua-Control.
– Hose sets in lengths of 2.0 m, 2.9 m and 3.9 m are available for washing machines with Aqua-Control.

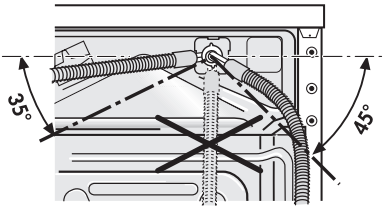
Caution! Never cut into pieces in order to extend the hoses!

Sealing rings are supplied either in the plastic nuts of the hose screw connection or in the enclosed pack. Do not use other seals!



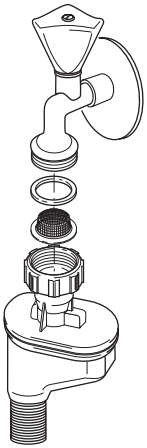
☞ **1.** Connect the hose with the angled connection to the machine.

Caution!
– Do not lay the infeed hose vertically downwards. Instead, turn it to the right or left as shown in the diagram.
– Tighten the hose connection only by hand.



2. Connect the hose with the straight connection to a water tap with a R 3/4 (inch) screw thread.
Caution! Only tighten the screw connection manually.

3. By slowly opening the water tap before putting the washing machine into operation, check that the connection is free of leaks.



Water drain

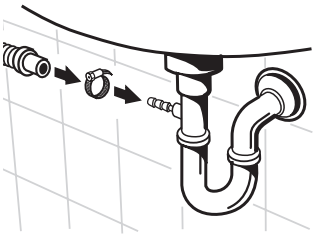
The drainage hose can either be connected to a siphon or hung in a wash basin or discharge basin or a bath tub.

Only original hoses may be used for extensions (max. 3m laid on the floor and then up to 80cm high). Customer Service stocks drainage hoses in lengths of 2.7 and 4m.

Important! It is essential to lay the drainage hose without kinks.

Water drain-off inside a siphon

The grommet on the hose end fits all standard siphon types.



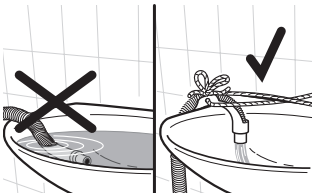
☞ Secure the connection between the grommet and siphon with a hose clamp.

Water drain-off inside a basin

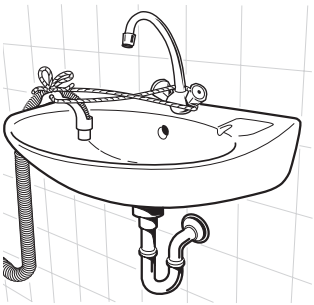
Important!

– Small basins are not suitable for drainage. Water could overflow!

– The end of the drainage hose must not be submerged in the pumped-out water. Otherwise, the water could be sucked back into the unit.



– When hanging in a wash basin or a bath tub, the drainage hose must be secured with the supplied attachable bend to prevent it slipping. The back-surge force of the escaping water could otherwise force the hose out of the basin.



☞ Tie the bend to the tap or the wall using a piece of string.

Delivery heads over 1m

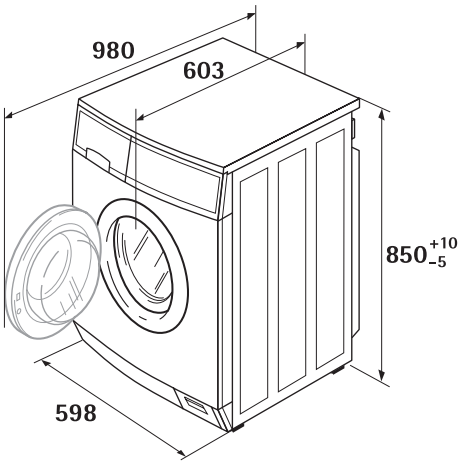
To pump off the washing / rinsing solution, every washing machine has a drain pump which carries liquids up to a height of 1m via the drainage hose, calculated from the machine's standing surface.

Please contact Customer Service for delivery heads of over 1m.

Technical data

Adjustment possibility	Approx. +10 / -5mm
Filling quantity (program-dependent)	max. 5kg
Area of use	Domestic
Drum speed, spinning	See rating plate
Water pressure	1-10 bar (= 10 - 100 N/cm^2 = 0.1 - 1.0 Mpa)

Dimensions



(dimensions in mm)

Warranty conditions / Customer service centres

Weitere Kundendienststellen im Ausland
In diesen Ländern gelten die Garantiebedingungen der örtlichen Partner. Diese können dort eingesehen werden.

Further after-sales service agencies overseas
In these countries our AEG agents' own guarantee conditions are applicable. Please obtain further details direct.

Autres agences étrangères assurant le service après-vente
Dans ces pays, les conditions de garantie des concessionnaires de la région sont valables. Vous pouvez les consulter sur place.

Otros puntos de Postventa en el extranjero
En estos países rigen las condiciones de nuestros representantes locales. las cuales pueden ser consultadas allí mismo.

Ulteriori uffici del servizio tecnico assistenza clienti all'estero
In questi paesi sono valide le condizioni di garanzia dei partner locali. Queste condizioni possono essere esaminante sul luogo.

Serviços de assistência técnica no estrangeiro
Nestes países são válidas as condições de garantia dos concessionários locais, podendo aí ser consultadas.

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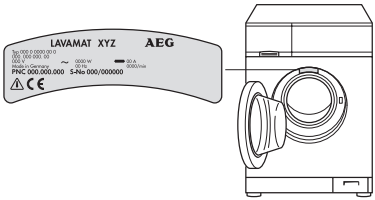
Service

In the chapter "What to do if..." , some faults are listed which you can remedy yourself. Look there first if a fault occurs. If you do not find any information there, please consult your Customer Service. (You can find the addresses and telephone numbers in the section "Customer Service Centres".)

Always prepare in advance for the discussion. By doing so you will simplify the diagnosis and the decision on whether customer service is necessary.

Note the PNC number and S. number. You will find both on the rating plate on the inside of the door of your washing machine.



PNC .....

S. No. .....

Answer as precisely as possible:

- What form does the fault take?
- Under what circumstances does the fault occur?
- Does the multi display show an error message?

When do you incur costs even during the warranty period?

– If you could have remedied the fault yourself with the aid of the fault table (see the section "What to do if..."),

– If several journeys by the customer service technician are necessary because for example he did not receive all the important information before his visit and must collect spare parts. These multiple trips can be avoided if you prepare your phone call as described above.

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